# DEPARTMENT OF WORKFORCE DEVELOPMENT

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**TO:** Income Maintenance Supervisors

**Income Maintenance Lead Workers** 

**Income Maintenance Staff** 

W-2 Agencies

Workforce Development Boards Job Center Leads and Managers

**Training Staff** 

**Child Care Coordinators** 

FROM: Amy Mendel-Clemens

Technical Assistance, Training &

**Education Section** 

Bureau of Eligibility Management Division of Health Care Financing

BEM/DWS OPERATIONS MEMO					
No:	06-41				
DATE:	08/31/2006				
FS CTS FSET JAL WIA		MA CC EA JC Other		SC W-2 CF RAP □*	
PRIORITY: HIGH					

SUBJECT: CARES Worker Web Enhancements (September 2006)

**EFFECTIVE DATE:** SEPTEMBER 6, 2006

#### **PURPOSE**

This memo describes changes being made to CWW as a result of feedback and suggestions submitted by local agencies.

### **BACKGROUND**

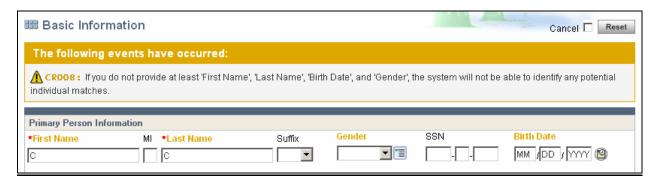
Suggested changes to CWW continue to be submitted through CWW Suggestions in Worker Tools. The list of suggested changes is continually reviewed and the items prioritized based on the frequency of the suggestion and its effect on daily workflow for local agencies. The suggested changes with the greatest impact have been implemented with this enhancement to CWW.

## **CWW CHANGES**

## Highlight Fields when event panel messages are displayed

Whenever a yellow event panel message is displayed at the top of a page, the corresponding field will be highlighted in yellow. This will make it easier to locate the field to which the message is referring.

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#### Collect additional contact information for client in CWW

The following fields will be added to the Additional Data page in Client Registration and the General Case Information Page. This will allow the worker to gather and view additional contact information for the applicant. This information is already being gathered on the ACCESS Applications.

- Work phone number with extension
- Cell phone number
- Preferred contact method
  - Home Phone
  - Cell Phone
  - Work Phone
  - Message Phone

- Message phone number with extension
- Email address
- Preferred contact time
  - Early Morning
  - Late Morning
  - Lunch Hour
  - Early Afternoon
  - Late Afternoon



#### **Default QDWI response to No for applications**

When a case is created from an ACCESS Application or a Mail-in Data Entry Application, the QDWI Referral response on the Benefits Received page will be defaulted to <N> for No.

#### **CONTACTS**

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs. DHFS/DHCF/BEM/JE